Job Description: Communications Officer

Grade: Scale 3-5 (progression criteria applies to Police Staff only) or Police Constable

Reports to: Sergeant / Supervisor

Role Code: GE 15 02 **Location:** Force Information Room (HQ) or Stansted Airport

Responsible for: No subordinate staff

Special requirements

Main Purpose of the role

To provide a total communication service and support to the public and operational officers. Thereby providing a quality customer focused service, dealing with distressed members of the public. To consider and action enquiries relative to crime and other matters, assessing the need for police attendance, grading incidents in accordance with the Force policy and initiating appropriate action.

Main Responsibilities

1. Uses appropriate computerised equipment to answer telephone calls maintaining a calm, professional manner at all times. These calls are diverse in nature, including emergency calls from distraught/angry members of the public, alarm calls, routine calls from the public and other Departments etc., and also appropriately deals with hoax/miscellaneous calls. Evaluates the nature of the call ensuring that the correct information is obtained and that appropriate action is undertaken, including Police attendance, in accordance with Force Policy and Home Office Guidelines to effectively deal with the problem.

2. Operates the command and control computer, records details of all calls/messages including subsequent action/event. Responsible for inputting and updating data on computerised systems as appropriate. Undertakes further enquiries or research for additional information as considered appropriate.

3. Carries out relevant checks using the Police National Computer (PNC) and creates records, as required following set procedures and in strict accordance with the Data Protection Act.

4. Carries out enquiries with force intelligence systems in connection with the management of incidents and place results where appropriate on the incident. Also carry out such checks at the request of operational officers.

5. Evaluates the nature of calls, etc., and controls the incident by initiating the proper response to calls received and provides support and follow up actions as required. Ensures assistance is provided to vehicles/personnel at scenes of incidents, as required, by liaising with other agencies/departments, etc.

6. Responsible for deploying adequate and suitable police resources i.e. vehicles, personnel etc. to incidents. Updates the computer systems accordingly on resources available, their location and utilisation.

7. Transmits and receives radio messages on various channels using computerised equipment, prioritising as appropriate.

8. Provides routine information, advice and guidance to members of the public and other agencies or organisations on reported incidents and other matters as appropriate e.g. the law, local services, road conditions and crime prevention.

9. Liaisons with Divisional Service Desks as appropriate on incidents, resource availability and allocation. Also perform the “local control room “ function when necessary e.g. Local Policing events.

10. Deals with enquiries/faxes/telexes etc. from Police Officers, other members of staff and outside Police Forces, resolving the majority or by passing to relevant section/department to deal.

11. Contacts and facilitates agreements with various local Councils and other agencies i.e. vehicle recovery, AA, RAC, Highways agency as required ensuring that as customers they receive a quality service at all times.

12. Maintains a working knowledge of the work of the Division as a whole and also policies that affect other divisions

13. Advises and updates supervisors and shift manager of serious incidents i.e. fatal road accidents, firearm incidents etc.

14. Maintains and interrogates various Force Information records as required, e.g. abnormal loads, interpreters, duty Solicitors and Police Surgeons, and provides a range of local/other information.

15. Complies with any instructions/procedures relative to dealing with incidents, premises, etc. Personally responsible for noting any changes in procedures, instructions, etc., as required.

16. Operates telephone and other communication equipment for the deaf (where applicable).

17. Operates any other equipment in connection with these duties that Essex Police may install.

18. In the absence of substantive supervisor performs the role of supervisor.

19. Once suitably qualified i.e. undertaken the division's / Organisations tutor's course. Regularly undertakes the role of tutor and assists in the training of new communications officers.

20. As a qualified tutor will act as an independent assessor in respect of issues surrounding poor staff performance and/or staff capability procedures.

21. As a qualified tutor regularly acts as a mentor for new staff to the division Police and Support.

22. Assists with the preparation and management of shift/area staff duties. Also assists the supervisor with the review of procedures/practices to help increase efficiency and effectiveness of services provided.

23. Having undertaken appropriate training e.g. Structured Interview Course, is a regular member of the division's selection team assisting in the selection of new staff.

24. The post-holder carries out such other tasks that may from time to time be allocated.

Personal Qualities

Public Service	Demonstrates a real belief in public service, focusing on what

	matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.
Leadership	**Openness to change** Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change. Takes an innovative and creative approach to solving problems. **Service delivery** Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.
Professionalism	Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.
Decision Making	Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.

Working with others	Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.

Core responsibility Area	Technical Activity
HEALTH SAFETY & WELFARE	**207 - Provide First Aid** Identify the nature of illness or injury and provide the necessary first aid treatment in accordance with approved procedures.
COMMUNITY SAFETY	**131 - Adopt a problem solving approach to community issues** Identify with the community partners and other agencies to solve community problems in accordance with the relevant legislation policy procedures and partnership agreements.
INTELLIGENCE	**57 - Use information/intelligence to support policing objectives** Use information/intelligence to support the achievement of community safety and crime reduction objectives. Ensure that intelligence is used ethically and in accordance with the relevant legislation, policy, protocols and codes and practice.
OPERATIONAL SUPPORT	**102 - Process calls received through the control room** Receive and process requests for police and other agency services providing a professional response in line with Charter Standards and organisational policy.
POLICE OPERATIONS	**204 – Identify and manage operational threats and risks** Complete a thorough risk assessment for operational events, ensuring adequate control measures are in place and that an appropriate contingency plan is developed.
ADMINISTRATIVE SUPPORT	**1005 - Input, retrieve and present data using a computer** Enter information correctly using an appropriate computer system, in accordance with legislative requirements and Force policy. Retrieve and present information in a suitable

	format and supply to relevant personnel.
MANAGING THE ORGANISATION	**1140 - Provide customer service** Provide and promote service to customers in a professional manner in line with organisational policy and legislative requirements. **1037 - Process telephone calls** Process information and enquiries sensitively and professionally in line with Charter Standards and organisational policy. **1042 - Gather information to support action** Gather information from a range of sources in order to support action. Ensure the information is obtained ethically and in accordance with relevant legislation and policy.

FOR NEW POSTS OR POSTS TO BE REGRADED ONLY

Approved as being an accurate summary of the post:	
Postholder	**Date**
Line Manager	**Date**

Postholders need to be aware of their responsibilities towards Essex Police Information Technology Security Policy, Computer Misuse Act 1990, Copyright Designs and Patents Act 1988, Police and Criminal Evidence Act, Data Protection Act 1998, Health and Safety at Work Act 1992 and Official Secrets Act 1989.

NOT PROTECTIVELY MARKEDPROGRESSION CRITERIA FOR COMMUNICATIONS OFFICER

(Calltaker/Dispatcher scale 3 - 5)(PSSC Local Agreement)

Grade	Experience	And	Competence
Scale 3 (Calltaker)			A sound competence in effective external customer liaison effectively dealing with queries. **Demonstrates accurate data inputting skills** Demonstrate good telephone customer care skills Employs an appropriate degree of assertiveness in relevant circumstances Able to undertake basic research in response to customer needs Achieves consistent and effective work performance
Scale 4 (Dispatcher)	Have attended and passed Radio Procedures Course		To progress to scale 4 you have to have achieved all the required competency levels and skills identified above for a scale 3. Demonstrates significant competence in all aspects of the role Able to work without constant supervision and demonstrate good use of initiative. **Demonstrate ability to organise and plan own workload** Accepts personal responsibility for maintaining a good quality standard of customer-focused service

NOT PROTECTIVELY MARKEDPROGRESSION CRITERIA FOR COMMUNICATIONS OFFICER

(Calltaker/Dispatcher scale 3 - 5)(PSSC Local Agreement)

Scale 5 (Dispatcher**)**	Minimum of two years satisfactory experience at Scale 4		To progress to scale 5 you will have to have achieved all the required competency levels and skills identified for a scale 4. Demonstrates an ability to perform all aspects of the role at an extremely competent level Successfully completes the Tutors course and demonstrates an ability to assist in training and development of new staff Demonstrate an ability to identify and promote good working practices and a pro-active approach to management Regularly performs all aspects of role and can deputise in the absence of the supervisor *

* For long term acting up PSSC guidelines will apply.

Each postholder is responsible for maintaining a portfolio that evidences their skills/abilities/competencies, in order to progress through the career grade structure.

All progression criteria for this role will be assessed through the PDR process

The opportunity for progression is available to all employees and ESSEX POLICE Equal Opportunities Policy applies.

These criteria maybe subject to review in conjunction with UNISON.

NOT PROTECTIVELY MARKEDPROGRESSION CRITERIA FOR COMMUNICATIONS OFFICER

(Calltaker/Dispatcher scale 3 - 5)(PSSC Local Agreement)

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D BESSENT	Lee ROBSON
Inspector – Support Manager	UNISON
On behalf of Essex Police	